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Part VII
Public information

Section 27
Public information

(Programme 23 of the biennial programme plan and priorities for the period 2006-2007)**

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* A summary of the approved programme budget will subsequently be issued as *Official Records of the General Assembly, Sixtieth Session, Supplement No. 6* (A/60/6/Add.1).

** *Official Records of the General Assembly, Fifty-ninth Session, Supplement No. 6* (A/59/6/Rev.1).

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Overview

27.1 The Department of Public Information is responsible for implementing the programme of activities under section 27 at Headquarters in New York and through the worldwide network of United Nations information centres and services, information components and regional hubs, where applicable. The overarching mandate of the programme dates back to General Assembly resolution 13 (I) of 13 February 1946. The programme is guided by the Assembly and its subsidiary organ, the Committee on Information, through resolutions on questions relating to information, the most recent of which are resolutions 59/126 A and B of 10 December 2004. The programme of activities under section 27 corresponds to programme 23, Public information, of the biennial programme plan for the period 2006-2007.

27.2 The main goal of the programme is to help fulfil the substantive purposes of the United Nations by strategically communicating the activities and concerns of the Organization to achieve the greatest public impact. This includes broadening support and understanding for the work of the United Nations by devising effective communications strategies on priority issues through a client process model. Emphasis is placed on publicizing, in a timely and effective manner, the work of the Organization and its relevance to the daily lives and concerns of people everywhere. The programme aims to reach global audiences, particularly influential opinion leaders, as well as youth, through intermediaries such as the media and through partnerships with governmental and non-governmental organizations (NGOs), educational institutions and other segments of civil society. With the biennial programme plan and priorities as the main guide, and taking into consideration the United Nations Millennium Declaration, the Department will focus on key issues for the Organization. Emphasis will be placed on taking advantage of the latest technology, in both the traditional and electronic media, including the Internet, to disseminate information, directly and instantaneously to the news media worldwide.

27.3 Proposals will continue to be made towards rationalizing the network of United Nations information centres, with the objective of enhancing the network's impact and activities, including through strategic communications support. To the same end, United Nations libraries will be in the forefront of the use of information technology to meet the increasing demand for reliable information resources that support global problem-solving. They will aim to take up a new role as a network of knowledge-sharing communities, moving from collections to connections and from building and maintaining book and periodical collections to facilitating a knowledge-enabled environment and the exchange of information among stakeholders.

27.4 Special efforts will be made to ensure that gender mainstreaming is incorporated into the design of public information products and activities, particularly those at the core of the various promotional campaigns for the United Nations system that are spearheaded by the Department.

27.5 The Department carries out its activities in cooperation with other departments and offices of the Secretariat, entities of the United Nations system and entities external to the United Nations, including intergovernmental, interregional, regional and national organizations, NGOs and academic communities. Such collaboration and cooperation include the preparation of reports, participation in meetings, briefings, technical and substantive support and the sharing of information and experience.

27.6 The expected accomplishments and indicators of achievement for the Department in the biennium 2006-2007 are detailed, together with resources, under executive direction and management and the programme of work. The overall framework of these expected accomplishments and indicators of achievement is shown in table 27.1.

Table 27.1 **Framework of expected accomplishments and indicators of achievement by component**

Component	*Number of expected accomplishments*	*Number of indicators of achievement*
A. Executive direction and management	3	4
B. Programme of work		
Subprogramme 1. Strategic communication services	3	4
Subprogramme 2. News services	2	3
Subprogramme 3. Library services	3	4
Subprogramme 4. Outreach services	2	5
Subtotal B	**10**	**16**
C. Programme support	—	—
Total	**13**	**20**

27.7 The issue of publications as a part of the programme of work has been reviewed in the context of each subprogramme. It is anticipated that recurrent and non-recurrent publications will be issued as shown below in summary and as described in the output information for each subprogramme.

Table 27.2 **Summary of publications**

Publications	*2002-2003 actual*	*2004-2005 estimate*	*2006-2007 estimate*
Recurrent	96	90	77
Non-recurrent	3	2	1
Total	**99**	**92**	**78**

27.8 For the purpose of presenting the proposed programme budget for the Department of Public Information in the standard format, the organizational units have been broadly grouped under the four subprogrammes, as indicated in table 27.3.

Table 27.3 **Organizational units responsible for carrying out the programme of work**

Subprogramme	*Responsible entity*
1. Strategic communication services	Strategic Communications Division, including information activities on Palestine, and the United Nations information centres, services and information components of the United Nations offices
2. News services	Office of the Spokesman for the Secretary-General and News and Media Division
3. Library services	Dag Hammarskjöld Library
4. Outreach services	Publications Board secretariat and Civil Society Service, Outreach Division

27.9 The overall resources required for the biennium 2006-2007 for section 27 amount to $162,015,500 before recosting, reflecting a net decrease of $307,100 (0.2 per cent). The net decrease in resource requirements under the section is summarized below.

(a) The increase of $50,000 under Executive direction and management relates to the inward redeployment of one P-5 from the Outreach Division in exchange for a P-4 post to strengthen the technical capacity of the Department to meet demands of a new culture of self-evaluation and performance management;

(b) The decrease of $1,240,500 under programme of work relates to:

(i) A net decrease of $261,300 under subprogramme 1, resulting largely from the discontinuation of one-time non-post requirements for the strengthening of safety and security at information centres approved in the biennium 2004-2005 and realignment of other non-post resources;

(ii) A net increase of $233,800 under subprogramme 2, comprising an increase of $253,700 in post costs, which reflect the net effect of the proposed establishment of four new Professional posts (P-4) to strengthen the Web Services Section and the abolition of three General Service (Other level) posts, partially offset by an overall reduction of $19,900 in non-post resources;

(iii) A net decrease of $1,227,200 under subprogramme 3, comprising a reduction under post costs ($1,257,500), which reflect the outward redeployment to subprogramme 4 of five posts (1 P-4, 2 P-3, 1 P-2 and 1 GS/OL) and the abolition of one General Service (Other level) post, partially offset by a net increase of $30,300 under non-post items;

(iv) A net increase of $1,030,400 under subprogramme 4, comprising $913,300 in post costs attributable to the net effect of the inward redeployment of the five posts from subprogramme 3, the inward redeployment of a P-4 post from Executive direction and management in exchange for a P-5 post and a General Service (Other level) post from Programme support in exchange for a General Service (Principal level) post, the abolition of one General Service (Other level) post and additional requirements of $117,100 under non-post items;

(v) A decrease of $1,016,200 under special conferences, reflecting one-time requirements associated with the public information activities that relate to special conferences held in the biennium 2004-2005;

(c) The net increase of $883,400 under Programme support comprises $38,000 for posts, reflecting the proposed inward redeployment of one General Service (Principal level) post from subprogramme 4 in exchange for one General Service (Other level) post, and $845,400 for non-post resources owing mainly to the implementation of a cost-sharing mechanism to finance the cost of central data-processing infrastructure services and support.

27.10 During the biennium 2006-2007, the projected extrabudgetary resources amounting to $5,253,900 will supplement resources from the regular budget to finance various activities, such as technical advisory services, training, workshops, seminars and field projects.

27.11 Pursuant to General Assembly resolution 58/269 of 23 December 2003, resources identified for the conduct of monitoring and evaluation amounting to $2,002,000 are included under Executive direction and management ($937,400), subprogramme 1, Strategic communication services ($663,900), subprogramme 2, News services ($329,700), subprogramme 3, Library services ($19,200) and subprogramme 4, Outreach services ($51,800).

27.12 The estimated percentage distribution of the resources of the programme in the biennium 2006-2007 is as shown in table 27.4.

Table 27.4 **Percentage distribution of resources by component**

Component	*Regular budget*	*Extrabudgetary*
A. Executive direction and management	1.8	—
B. Programme of work		
Subprogramme 1. Strategic communication services	36.6	33.6
Subprogramme 2. News services	36.3	—
Subprogramme 3. Library services	13.7	—
Subprogramme 4. Outreach services	7.3	66.4
Special conferences	0.2	—
Subtotal B	**94.1**	**100.0**
C. Programme support	4.1	—
Total	**100.0**	**100.0**

27.13 The distribution of resource requirements is summarized in tables 27.5 and 27.6.

Table 27.5 **Resource requirements by component**

(Thousands of United States dollars)

(1) *Regular budget*

Component	*2002-2003 expenditure*	*2004-2005 appropriation*	*Resource growth*		*Total before recosting*	*Recosting*	*2006-2007 estimate*
			Amount	*Percentage*			
A. Executive direction and management	3 407.5	2 946.0	50.0	1.7	2 996.0	193.8	3 189.8
B. Programme of work	141 665.0	153 631.2	(1 240.5)	(0.8)	152 390.7	10 094.6	162 485.3
C. Programme support	5 869.8	5 745.4	883.4	15.4	6 628.8	435.6	7 064.4
Subtotal	**150 942.4**	**162 322.6**	**(307.1)**	**(0.2)**	**162 015.5**	**10 724.0**	**172 739.5**

(2) *Extrabudgetary*

	2002-2003 expenditure	*2004-2005 estimate*	*2006-2007 estimate*
Subtotal	**6 365.8**	**5 892.6**	**5 253.9**
Total (1) and (2)	**157 303.2**	**168 215.2**	**177 993.4**

Table 27.6 **Post requirements**

Category	Established regular budget posts		Temporary posts: Regular budget		Temporary posts: Extrabudgetary		Total	
	2004-2005	2006-2007	2004-2005	2006-2007	2004-2005	2006-2007	2004-2005	2006-2007
Professional and above								
USG	1	1	—	—	—	—	1	1
D-2	4	4	—	—	—	—	4	4
D-1	20	20	—	—	—	—	20	20
P-5	37	37	—	—	—	—	37	37
P-4/3	158	162	—	—	4	3	162	165
P-2/1	60	60	—	—	—	—	60	60
Subtotal	**280**	**284**	—	—	**4**	**3**	**284**	**287**
General Service								
Principal level	9	9	—	—	—	—	9	9
Other level	236	231	—	—	10	9	246	240
Subtotal	**245**	**240**	—	—	**10**	**9**	**255**	**249**
Other								
Local level	184	184	—	—	—	—	184	184
National Officer	39	39	—	—	—	—	39	39
Subtotal	**223**	**223**	—	—	—	—	**223**	**223**
Total	**748**	**747**	—	—	**14**	**12**	**762**	**759**

A. Executive direction and management

Resource requirements (before recosting): $2,996,000

27.14 The Under-Secretary-General for Communications and Public Information is responsible for the overall direction and strategic management of United Nations communications and public information, both at Headquarters and in the field. The Under-Secretary-General establishes departmental policies and guidelines, deals with specific policy and management issues and problems, and is responsible for the administrative, financial and personnel management of the Department. Furthermore, the Under-Secretary-General is responsible for the direction of committee liaison functions performed by the Department, with regard to both intergovernmental bodies, such as the Committee on Information, and the United Nations Communications Group. The Under-Secretary-General also serves as coordinator for questions relating to multilingualism throughout the Secretariat.

27.15 The Under-Secretary-General evaluates and reports on the programme performance of the Department through the Evaluation and Communications Research Unit. In light of the emphasis on results-based management throughout the Organization, the Unit is responsible for assisting programme managers with an annual programme impact review and providing technical support to staff in assessing media coverage and target audience needs.

Table 27.7 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To support the work of the Secretary-General and the substantive purposes of the United Nations by strategically communicating the activities and concerns of the Organization to achieve the greatest public impact.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Satisfaction of Member States with the work of the Department	(a) Level of feedback from Member States, received through formal channels, indicating that the Department effectively communicates the activities and concerns of the Organization *Performance measures*: 2002-2003: Not available Estimate 2004-2005: 65 per cent positive feedback Target 2006-2007: 70 per cent positive feedback
(b) A strengthened culture of communication and coordination in public information within the Secretariat and among United Nations system partners	(b) Percentage of United Nations Communications Group members who indicate that the Group's activities are useful for their public information work *Performance measures*: 2002-2003: 65 per cent Estimate 2004-2005: 70 per cent Target 2006-2007: 75 per cent
(c) Enhanced impact through an effective management culture	(c) (i) Timely recruitment and placement of staff *Performance measures*: 2002-2003: Not available Estimate 2004-2005: 273 days Target 2006-2007: 210 days

	(ii) Programme managers who use the performance management process for designing programmes and adopting best practices in the implementation of the results of the Department's annual programme impact reviews
	Performance measures:
	2002-2003: 55 per cent
	Estimate 2004-2005: 80 per cent
	Target 2006-2007: 85 per cent

External factors

27.16 The Office of the Under-Secretary-General is expected to achieve its objectives and expected accomplishments on the assumption that intergovernmental bodies and other stakeholders continue to support the work of the Department of Public Information.

Table 27.8 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2004-2005*	*2006-2007 (before recosting)*	*2004-2005*	*2006-2007*
Regular budget				
Post	2 778.8	2 828.8	12	12
Non-post	167.2	167.2	—	—
Total	**2 946.0**	**2 996.0**	**12**	**12**

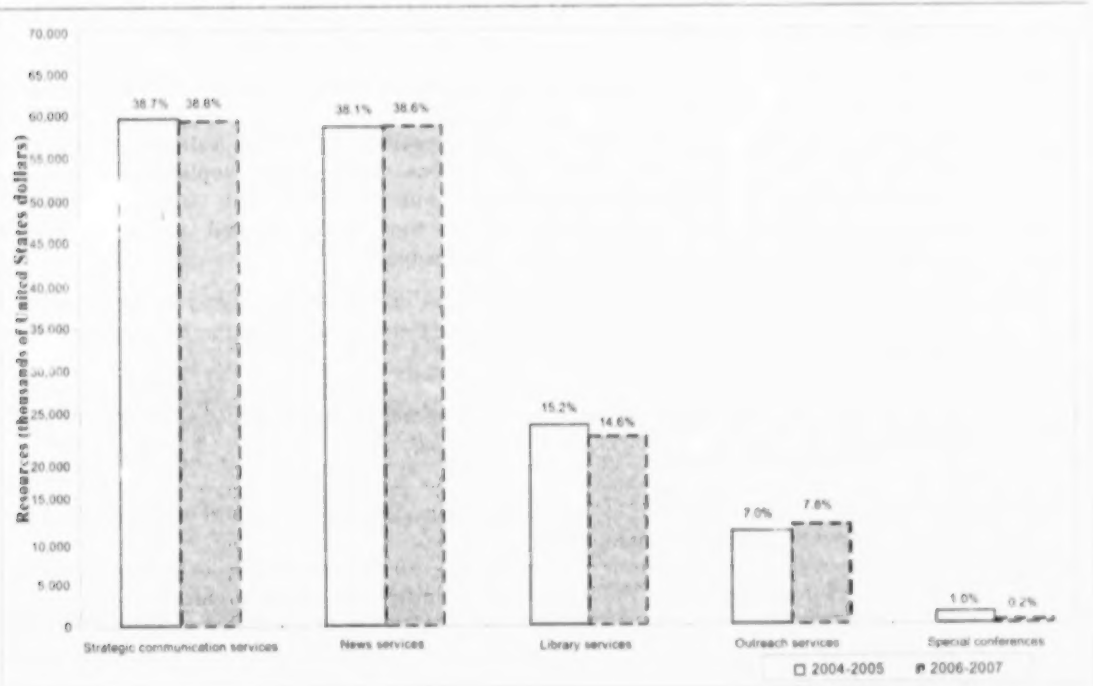
27.17 The amount of $2,996,000, reflecting an increase of $50,000 attributable to the inward redeployment of a P-5 post in exchange for a P-4 post, provides for (a) six Professional and six General Service (Other level) posts and (b) non-post resources at the maintenance level. The proposed inward redeployment of a P-5 post in exchange for a P-4 post would strengthen the technical capacity of the Department in self-evaluation and performance management, which is at the core of the Organization's reform process and in line with results-based management.

B. Programme of work

Table 27.9 **Resource requirements by subprogramme**

Category	Resources (thousands of United States dollars) 2004-2005	2006-2007 (before recosting)	Posts 2004-2005	2006-2007
1. Strategic communication services	59 491.1	59 229.8	354	354
2. News services	58 555.3	58 789.1	198	199
3. Library services	23 411.1	22 183.9	114	108
4. Outreach services	10 795.5	11 825.9	48	52
Special conferences	1 378.2	362.0	—	—
Subtotal	**153 631.2**	**152 390.7**	**714**	**713**
Extrabudgetary	5 892.6	5 253.9	14	12
Total	**159 523.8**	**157 644.6**	**728**	**725**

Table 27.10 **Regular budget resource requirements by subprogramme**



27.18 The activities of the organizational units that provide support in carrying out the public information programme under subprogramme 1, Strategic communication services, subprogramme 2, New services, subprogramme 3, Library services, and subprogramme 4, Outreach services, are included under the respective subprogramme.

Subprogramme 1
Strategic communication services

Resource requirements (before recosting): $59,229,800

27.19 Subprogramme 1 will be implemented by the Strategic Communications Division, which consists of the Communications Campaigns Service, the Information Centres Service, the United Nations information centres and services, information components and regional hubs, where applicable, and the Committee Liaison Unit.

27.20 The objective of subprogramme 1 will be accomplished by giving a more strategic focus to the activities of the Department and the United Nations information centres and services, information components and regional hubs, where applicable. Priority issues and activities of substantive departments will be identified through the client planning process and will form the basis of communications plans. These plans will identify key messages tailored to specific target audiences, which will be reached using the most appropriate tools. The United Nations Communications Group will be utilized to enhance the coordination of communications activities between the Department and the organizations of the United Nations family related to these issues.

27.21 In order to generate better informed public opinion on priority issues, information products for specialized media will be developed and disseminated in the official languages of the Organization, as well as in local languages, where possible, by United Nations information centres and services, information components and regional hubs, where applicable. Strategic media outreach activities, such as press conferences and interviews with senior officials, will be organized. Websites in local languages will continue to be created and maintained by the information centres and regional hubs, where applicable.

27.22 Operational support and strategic communications advice will continue to be provided to the information component of United Nations peace missions, including the maintenance of relevant websites.

Table 27.11 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To broaden understanding of and support for the work of the United Nations on priority thematic issues.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Increased media coverage of the thematic priority issues	(a) Increased number of articles carried by targeted media *Performance measures*: 2002-2003: Not available

	Estimate 2004-2005: 4 articles carried per 10 targeted media outlets Target 2006-2007: 5 articles carried per 10 targeted media outlets
(b) Clients' needs are met	(b) Increased percentage of clients expressing satisfaction with media coverage *Performance measures*: 2002-2003: Not available Estimate 2004-2005: 70 per cent of clients Target 2006-2007: 75 per cent of clients
(c) Enhanced quality of outreach efforts in the field	(c) (i) Increased percentage of target audiences indicating that their understanding about the United Nations has grown or improved *Performance measures*: 2002-2003: Not available Estimate 2004-2005: 75 per cent of target audiences Target 2006-2007: 80 per cent of target audiences (ii) Increased number of visits (page views) to the subprogramme's websites *Performance measures*: 2002-2003: 1,013,209 average monthly page views Estimate 2004-2005: 1,559,818 average monthly page views Target 2006-2007: 2.4 million average monthly page views

External factors

27.23 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that institutions of civil society, re-disseminators and other partners are able to participate in collaborative efforts of the United Nations, including at the local level.

Outputs

27.24 During the biennium, the following outputs will be delivered:

(a) Servicing of intergovernmental and expert bodies (regular budget):

(i) Substantive servicing of meetings: two-week annual session of the Committee on Information; Special Political and Decolonization Committee (Fourth Committee) of the General Assembly during its annual consideration of the item on questions relating to information;

(ii) Parliamentary documentation: input to reports on public information activities related to human rights submitted to the General Assembly, the Economic and Social Council and the Commission on Human Rights; inputs to various substantive reports to be submitted to the subsidiary bodies of the General Assembly and the Economic and Social Council on public information activities carried out by the Department, including the network of United Nations information centres, pursuant to the mandates established by the Assembly; reports and inputs to the annual reports on activities relating to information submitted to the Fourth Committee, the Committee on Information, the Committee on the Exercise of the Inalienable Rights of the Palestinian People and the Special Committee on the Situation with regard to the Implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples;

(b) Other substantive activities (regular budget):

(i) Recurrent publications: *The United Nations and the Question of Palestine* (in six official languages);

(ii) Exhibits, guided tours, lectures: lectures, briefings, seminars and video screenings on United Nations issues and themes for Government officials, representatives of the media, NGOs, educational institutions and other audiences, including exhibits at the national level;

(iii) Booklets, fact sheets, wall charts, information kits:

a. Background notes on peacekeeping operations;

b. Development and dissemination of information materials designed for media outreach and for a general audience for distribution in the official United Nations languages and, through the network of United Nations information centres, in local languages;

c. Manuals, guidelines, reference tools and other materials to assist the work of staff in the network of United Nations information centres, including the United Nations Information Centre Manual and Directory;

d. Responses to public and media requests for information on United Nations priority thematic issues;

(iv) Press releases, press conferences:

a. Development of media outreach programmes, including soliciting media interviews, writing and placing opinion articles on thematic issues and developing and disseminating information materials;

b. Development of the logistical plans for media coverage of major global conferences and summits, representation on behalf of the Department in on-site planning missions, negotiations with the host Government and the

interdepartmental planning task force and visits of the Secretary-General and other senior United Nations officials;

c. Organization and promotion of press conferences, briefings, round tables and panel discussions at the international, regional and national levels as part of a communication strategy to publicize United Nations events, publications and reports, to explain the outcome of negotiations or other United Nations activities on thematic issues and to assist organizations of the United Nations system with their information outreach programmes;

d. Regular and ad hoc monitoring of local media and transmission to Headquarters of articles or summaries of articles and daily and/or weekly press reviews featuring major United Nations issues;

(v) Special events:

a. Development of strategic outreach activities, events and conferences to promote a specific priority issue or special observance of the United Nations and to strengthen partnerships between the United Nations and the media, civil society and other advocates at the international and national levels;

b. Educational programmes at the national level, such as Model United Nations conferences, or support in the development of curriculums on the United Nations;

(vi) Technical material:

a. Development and maintenance of the United Nations Information Centres web page on the United Nations website and those in local languages by the network of United Nations information centres;

b. Development of information on priority thematic issues and maintenance of electronic lists of selected international media to enable strategic targeting via mailings, electronic mail, faxes and personal contacts to inform journalists about the work of the United Nations on priority thematic issues;

c. Maintenance of the United Nations Communications Group website;

d. Strategic analysis and assessment of global communications campaigns through targeted media monitoring and news clippings and through the development of user surveys soliciting feedback about web-based promotional materials produced by the Strategic Communications Division on priority issues;

(vii) Substantive servicing of inter-agency meetings:

a. Cooperation and information-sharing with NGOs, national offices of the United Nations system and regional organizations;

b. Development of global communications strategies and information programmes on priority issues and for major global conferences and summits, through consultation with substantive offices and departments, to identify the priority issues and the main activities for promotion and coverage by the Department; identification of relevant tools to implement the strategies, such as promotional and information products and activities; identification of the time frames for implementing these activities and for producing the products;

c. Initiation and maintenance of inter-agency coordination on specific priority communications campaigns through, among other things, meetings and task forces

of the United Nations Communications Group and across the Department, including with the network of United Nations information centres, to ensure the implementation of thematic information programmes;

d. Maintenance of policy and programme coordination with the United Nations Development Programme (UNDP) in the management of information centres integrated with UNDP field offices;

e. Substantive servicing and documentation of the weekly meetings at Headquarters and the two-day annual session of the United Nations Communications Group;

(c) Technical cooperation (regular budget):

(i) Advisory services: development of strategic communication advice and planning tools for peace missions to assist their information components in the formulation of information strategies; and participation in and organization of task forces and seminars pertaining to the informational work of peace missions;

(ii) Training courses, seminars and workshops:

a. Group training in the field or at Headquarters for United Nations information centre directors, national information officers, library assistants, administrative assistants and staff of information components of peacekeeping and peacebuilding missions;

b. Training workshops or field trips to United Nations project sites, in cooperation with the local United Nations-system partners, for local journalists so as to promote better understanding of United Nations issues and organization of training sessions for local United Nations librarians;

c. Annual training programme at Headquarters for Palestinian journalists and radio and television broadcasters.

Table 27.12 **Resource requirements: subprogramme 1**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2004-2005*	*2006-2007 (before recosting)*	*2004-2005*	*2006-2007*
Regular budget				
Post	46 829.0	46 829.0	354	354
Non-post	12 662.1	12 400.8	—	—
Subtotal	**59 491.1**	**59 229.8**	—	—
Extrabudgetary	2 134.2	1 767.8	2	2
Total	**61 625.3**	**60 997.6**	**356**	**356**

27.25 The programme of activities under subprogramme 1, Strategic communication services, is carried out by the Strategic Communications Division, which includes information activities on the question of Palestine, the United Nations information centres, services and field offices. The requirements for each of the above components are set out below.

Table 27.13 **Resource requirements: Strategic Communications Division**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2004-2005*	*2006-2007 (before recosting)*	*2004-2005*	*2006-2007*
Regular budget				
Post	11 572.9	11 572.9	54	54
Non-post	1 848.4	1 862.9	—	—
Subtotal	**13 421.3**	**13 435.8**	**54**	**54**
Extrabudgetary	1 230.4	899.4	2	2
Total	**14 651.7**	**14 335.2**	**56**	**56**

27.26 The amount of $13,435,800 provides for (a) the continuation of 29 posts in the Professional category and 25 General Service (Other level) posts ($11,572,900) and (b) non-post costs ($1,862,900), reflecting an increase of $14,500 owing mainly to additional provisions under contractual services for the professional development of staff in the field and subscriptions to online news services, and public information supplies, partially offset by reduced requirements for travel of staff, miscellaneous services and office automation equipment.

Table 27.14 **Resource requirements: information activities on the question of Palestine**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2004-2005*	*2006-2007 (before recosting)*	*2004-2005*	*2006-2007*
Regular budget				
Non-post	572.9	604.6	—	—
Total	**572.9**	**604.6**	—	—

27.27 The amount of $604,600 provides for the travel of journalists to training programmes and for two news missions to the Middle East, contractual services, general operating expenses and supplies and materials. The increase of $31,700 is attributable largely to anticipated higher requirements relating to the holding of international seminars on peace in the Middle East and the annual training programme for Palestinian media practitioners, partially offset by lower requirements in contractual services and operating expenses based on expenditure pattern.

27.28 Subprogramme 1, Strategic communication services, also includes public information services and activities implemented by the United Nations Information Service at Geneva, the United Nations Information Service at Vienna, the United Nations information centres and field offices. These services and centres work through intermediaries, such as the media and local partners, to adapt global communications strategies for regional, national and local audiences. The distribution of resources among these organizational units is shown in tables 27.15 to 27.18.

Table 27.15 **Resource requirements: United Nations Information Service at Geneva**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2004-2005*	*2006-2007 (before recosting)*	*2004-2005*	*2006-2007*
Regular budget				
Post	5 493.7	5 493.7	23	23
Non-post	1 306.3	1 289.9	—	—
Total	**6 800.0**	**6 783.6**	**23**	**23**

27.29 The amount of $6,783,600 provides for (a) the continuation of 23 posts ($5,493,700) and (b) non-post requirements ($1,289,900), which reflect a decrease of $16,400 relating mainly to non-recurrent requirements under public information equipment, partially offset by increased requirements in public information production costs and rental of equipment to cover meetings and events in Geneva.

Table 27.16 **Resource requirements: United Nations Information Service at Vienna**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2004-2005*	*2006-2007 (before recosting)*	*2004-2005*	*2006-2007*
Regular budget				
Post	1 998.3	1 998.3	10	10
Non-post	309.6	309.2	—	—
Total	**2 307.9**	**2 307.5**	**10**	**10**

27.30 The amount of $2,307,500, at the maintenance level, provides for (a) the continuation of 10 posts ($1,998,300) and (b) non-post resources ($309,200) to cover other operational requirements.

Table 27.17 **Resource requirements: United Nations field offices, information component**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2004-2005*	*2006-2007 (before recosting)*	*2004-2005*	*2006-2007*
Regular budget				
Post	1 844.3	1 844.3	12	12
Non-post	773.6	773.6	—	—
Total	**2 617.9**	**2 617.9**	**12**	**12**

27.31 The amount of $2,617,900, at the maintenance level, provides for (a) the continuation of 12 posts in 8 field offices ($1,844,300) and (b) non-post costs ($773,600).

Table 27.18 **Resource requirements: United Nations information centres**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2004-2005*	*2006-2007 (before recosting)*	*2004-2005*	*2006-2007*
Regular budget				
Post	25 919.8	25 919.8	255	255
Non-post	7 851.3	7 560.6	—	—
Subtotal	**33 771.1**	**33 480.4**	**255**	**255**
Extrabudgetary	903.8	868.4	—	—
Total	**34 674.9**	**34 348.8**	**255**	**255**

27.32 The amount of $33,480,400 provides for (a) the continuation of 255 posts reflected in table 27.18 ($25,919,800) and (b) non-post costs ($7,560,600). The reduction of $290,700 under non-post requirements relates in large part to the one-time requirements for strengthening safety and security at information centres approved in the biennium 2004-2005 and the realignment of resources, based on expenditure experience in 2004-2005, to [illegible] the operating needs of information centres by reducing provisions for hospitality and other staff costs, partially offset by increased requirements for the rental of premises and communication equipment.

Subprogramme 2
News services

Resource requirements (before recosting): $58,789,100

27.33 Subprogramme 2 will be implemented primarily by the News and Media Division, comprising the Internet Service, the Press Service and the Radio and Television Service, supported by the Office of the Spokesman for the Secretary-General and, away from Headquarters, by the United Nations information centres and services, information components and regional hubs, where applicable.

27.34 The objective of subprogramme 2 will be accomplished through the timely delivery to media and other users globally of accurate, balanced and, where feasible, customized news and information materials and services, namely, radio, television, photographic, print and Internet, utilizing new information technologies to reach a wider audience more quickly. Multilingualism and developing-country media will be particular priorities of the subprogramme's outreach efforts.

27.35 New information technologies will also enable the subprogramme to focus on improving access from the field, especially during breaking news. Other benefits from modernization will include enhanced productivity and integration across different media, presenting a coordinated and seamless service across various media.

27.36 A cohesive promotional and distribution strategy will build more innovative partnerships with major broadcasters. These collaborations will help meet the needs of global audiences by offering to radio and television networks quality programmes that reflect the priorities identified by Member States, including those outlined in the Millennium Development Goals. Special programmes will be produced and distributed, as required.

Table 27.19 **Objectives for the biennium, expected accomplishments, indicators of achievements and performance measures**

Objective of the Organization: To increase the geographic range and frequency of use by media outlets and other users of timely news and information products about the Organization in order to strengthen support for the United Nations.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Increased utilization by media organizations and other users of news and information about the United Nations	(a) (i) Increased number of partnerships with radio and television networks, by language and by region *Performance measures*: 2002-2003: 216 broadcast stations Estimate 2004-2005: 268 broadcast stations Target 2006-2007: 400 broadcast stations (ii) Increased number of accesses (page views) to the United Nations website, including the News Centre, by language *Performance measures* 2002-2003: 23 million average monthly page views Estimate 2004-2005: 26 million average monthly page views Target 2006-2007: 35 million average monthly page views
(b) Timely access by news organizations and other users to daily meetings-coverage press releases, television packages, photos and other information products	(b) Maintenance of the current percentage of products meeting deadlines *Performance measures*: 2002-2003: 90 per cent of press releases issued within 2 hours of meeting's conclusion and United Nations television (UNTV) feeds, UNTV highlight packages and photos (digitals) distributed within same day of coverage Estimate 2004-2005: 90 per cent of press releases issued within 2 hours of meeting's conclusion and UNTV feeds, UNTV highlight packages and photos (digitals) distributed within same day of coverage

	Target 2006-2007: 92 per cent of press releases issued within 2 hours of meeting's conclusion and UNTV feeds, UNTV highlight packages and photos (digitals) distributed within same day of coverage

External factors

27.37 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that international and national media organizations will participate in partnerships and co-productions, and that political, economic and other factors will enable media organizations to access and re-disseminate United Nations information material.

Outputs

27.38 During the biennium, the following outputs will be delivered:

(a) Other substantive activities (regular budget):

(i) Recurrent publications:

a. *Basic Facts about the United Nations* (biennial, in English, French and Spanish);

b. *Image and Reality* (online, biennial, in English, French and Spanish);

c. Production and issuance in hard copy and/or on the Web of institutional reference publications, including *UN in Brief* (in six official languages), Compendium of Presidential Statements and Resolutions of the Security Council (in English and French) and the reference paper on United Nations conferences and observances (in English and French);

d. Reprinting of the Charter of the United Nations and Statute of the International Court of Justice in all six official languages, as necessary;

(ii) Booklets, fact sheets, wall charts, information kits: publication of the United Nations Daily News bulletin (print) based on coverage provided by the United Nations News Service on the Web;

(iii) Press releases, press conferences:

a. Arranging of press conferences for the Secretary-General, the Deputy Secretary-General, other senior United Nations officials and representatives of Member States and of the United Nations system;

b. Coordination of the placement of opinion pieces and other articles by the Secretary-General and senior United Nations officials in print media around the world;

c. Holding of briefings (including arranging briefing programmes and background briefings by senior United Nations officials), interviews and other direct outreach, including the issuance of media alerts, for media correspondents and journalists at United Nations offices and around the world;

d. Issuance of briefing notes on press conferences and briefings by the Secretary-General, the Deputy Secretary-General, delegations and other senior Secretariat and United Nations officials, including daily briefings by United Nations spokespersons;

e. Production of press reviews of major developments in the news, as requested by senior United Nations officials;

f. Provision of accreditation and liaison services and distribution of official documents to media representatives in connection with their coverage of United Nations activities, including media liaison for the Secretary-General;

g. Provision of coverage of open meetings of the General Assembly and the Economic and Social Council and their subsidiary bodies, Security Council proceedings and other intergovernmental meetings held at United Nations offices; coverage of United Nations conferences and special events; and dissemination of the resulting press releases, backgrounders and round-ups, as well as of the speeches and statements of the Secretary-General, the Deputy Secretary-General and the President of the General Assembly;

h. Provision of information, in electronic format, to senior United Nations officials and other staff, of daily press clippings and news bulletins of international news stories and United Nations-related articles in the media;

(iv) Technical material:

a. Coverage by the United Nations News Service, through continuous updating on the Internet and publication of a daily news digest, of breaking United Nations stories and other related developments at Headquarters and around the world, including reporting on the activities of the Secretary-General, the Deputy Secretary-General and other senior officials, and the work of United Nations bodies, offices, programmes, agencies and peacekeeping operations;

b. Development, maintenance and coordination of the United Nations website and development of new websites for all upcoming United Nations conferences, observances and special events in six official languages, as well as maintenance and enhancement of the United Nations News Centre website, the Spokesman's home page, the Secretary-General's web page, the audio-visual page, including the databases for accessing photo, radio and video materials, and the news elements of other sites on the United Nations home page;

c. Live broadcasting on the United Nations home page (webcasting) of United Nations television programming of United Nations open meetings (the General Assembly, the Security Council and the Economic and Social Council), conferences and other special events, press conferences and of press briefings by the Spokesman for the Secretary-General;

(v) Audio-visual resources:

a. Live production and broadcasting of radio news and current affairs programmes weekdays in the six official languages plus Portuguese and Kiswahili; and production and dissemination of weekly or monthly taped programmes in six official and seven non-official languages (Bangla, Bahasa Indonesia, French Creole, Dutch, Hindi, Turkish and Urdu), including programmes highlighting the advancement of women and gender balance;

b. Maintenance, preservation and conservation of United Nations audio and visual archival materials and provision of audio and visual library services; operation, management and maintenance of television and radio studios and facilities; and maintenance of the multimedia electronic news production system;

c. Photo coverage at Headquarters of General Assembly, Security Council and other meetings, conferences, events and activities, including those of the Secretary-General; and photo coverage in the field of the Secretary-General's activities and of the Organization's work for distribution to news organizations and delegations and for posting on the United Nations home page;

d. Production and dissemination of video materials, features and programmes on issues related to the work of the Organization, including "United Nations in Action", "World Chronicle" and "Year in Review", as well as co-productions with United Nations agencies and other organizations;

e. Promotion and maximization of the use of United Nations audio-visual products through outreach activities to television and radio broadcasters and the building of innovative partnerships;

f. Television coverage of General Assembly, Security Council and other meetings, and other events and activities, including those featuring the Secretary-General, for distribution to news organizations.

Table 27.20 **Resource requirements: subprogramme 2**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2004-2005*	*2006-2007 (before recosting)*	*2004-2005*	*2006-2007*
Regular Budget				
Post	40 258.5	40 512.2	198	199
Non-post	18 296.8	18 276.9	—	—
Subtotal	**58 555.3**	**58 789.1**	—	—
Extrabudgetary	242.2	—	—	—
Total	**58 797.5**	**58 789.1**	**198**	**199**

27.39 The distribution of resources between the two main organizational units responsible for subprogramme 2, News services, is set out below.

Table 27.21 **Resource requirements: Office of the Spokesman for the Secretary-General**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2004-2005*	*2006-2007 (before recosting)*	*2004-2005*	*2006-2007*
Regular budget				
Post	2 732.6	2 732.6	12	12
Non-post	191.3	234.4	—	—
Total	**2 923.9**	**2 967.0**	**12**	**12**

27.40 The amount of $2,967,000 provides for (a) the continuation of 12 posts ($2,732,600) and (b) non-post costs ($234,400), including an increase of $43,100 relating to travel of staff and contractual services, which reflects experience in connection with accompanying the Secretary-General on missions and providing for subscriptions to news agencies.

Table 27.22 **Resource requirements: News and Media Division**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2004-2005*	*2006-2007 (before recosting)*	*2004-2005*	*2006-2007*
Regular budget				
Post	37 525.9	37 779.6	186	187
Non-post	18 105.5	18 042.5	—	—
Subtotal	**55 631.4**	**55 822.1**	**186**	**187**
Extrabudgetary	242.2	—	—	—
Total	**55 873.6**	**55 822.1**	**186**	**187**

27.41 The amount of $55,822,100 provides for (a) the 187 posts ($37,779,600) reflected in table 27.22, including an increase of $253,700, which reflects the net effect of the proposed establishment of four new P-4 posts to strengthen the Web Services Section pursuant to General Assembly decision 57/579 of 20 December 2002, and the abolition of three General Service (Other level) posts resulting from the review of working procedures and the application of information and communication technology, and (b) non-post resources ($18,042,500) reflecting a net reduction of $63,000, which relate to lower requirements in public information supplies, partially offset by additional requirements for other staff costs and contractual engineering for the coverage of the increasing number of meetings of the General Assembly and the Security Council.

Subprogramme 3
Library services

Resource requirements (before recosting): $22,183,900

27.42 Subprogramme 3 will be implemented by the Dag Hammarskjöld Library, which is part of the Outreach Division, and other United Nations libraries. It aims to create and/or provide timely and up-to-date information products and services to meet the needs of delegates, Secretariat staff and researchers; to facilitate access to the United Nations information for depository libraries and the general public worldwide, including through the publication of the *Yearbook of the United Nations*; to contribute to bridging the digital divide; to mobilize the international library community, in particular depository libraries, as conduits of outreach to civil society; and to oversee and coordinate the activities of the United Nations libraries.

27.43 The Dag Hammarskjöld Library, in coordination with other United Nations libraries as well as libraries of the wider United Nations system, will continue to move in the direction of becoming a virtual library, while not neglecting the print collections of the United Nations documents, books, serials and government documents required by its users. There will be increasing emphasis on the creation and delivery of electronic information, training and coaching, outreach to depository libraries and support for multilingualism. The delivery of customized information directly to the desktops of permanent missions at Headquarters and Secretariat staff worldwide will be expanded.

The Library's Internet and Intranet sites will be enriched and further developed in all six official languages, with multilingual retrieval capabilities. Access to commercially available electronic information will be provided in a cost-effective way through the United Nations System Consortium. Access to United Nations databases by depository libraries will be promoted, where feasible, to ensure rapid, complete and cost-effective document distribution.

27.44 The Dag Hammarskjöld Library will place increasing emphasis on setting policies and standards and engaging in collaborative projects with other United Nations libraries through the Steering Committee for the Modernization and Integrated Management of United Nations Libraries. Furthermore, through active participation in inter-agency forums, the Library will promote knowledge-sharing throughout the United Nations system.

Table 27.23 **Objectives for the biennium, expected accomplishments and indicators of achievement and performance measures**

Objective of the Organization: To facilitate access to timely and up-to-date library products and services for use by delegates, permanent missions of Member States, the Secretariat, researchers and depository libraries worldwide.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Enhanced quality of services	(a) (i) 90 per cent of users express satisfaction with the products and services *Performance measures*: 2002-2003: 90 per cent Estimate 2004-2005: 90 per cent Target 2006-2007: 90 per cent (ii) Number of page views of library websites, sorted by official languages *Performance measures (per year)*: 2002-2003: 4,454,918 page views Estimate 2004-2005: 4,543,872 page views Target 2006-2007: 4.75 million page views
(b) Greater collaboration among United Nations libraries	(b) Number of joint and/or coordinated projects by the Dag Hammarskjöld Library and other United Nations libraries *Performance measures*: 2002-2003: 12 projects Estimate 2004-2005: 20 projects Target 2006-2007: 23 projects

(c) Timely issuance of the *Yearbook of the United Nations*	(c) Time lag between the end of the year covered and the publication date of the relevant volume will not exceed 18 months *Performance measures*: 2002-2003: 20 months Estimate 2004-2005: 19 months Target 2006-2007: 18 months

External factors

27.45 Subprogramme 3 is expected to achieve its objective and expected accomplishments on the assumption that: (a) the interest of target audiences in electronic information will continue to grow; (b) the United Nations libraries will continue to cooperate and collaborate mainly through the activities of the Steering Committee for the Modernization and Integrated Management of United Nations Libraries; (c) the United Nations system agencies will continue to cooperate and collaborate, particularly in availing themselves of online services through the United Nations System Electronic Information Acquisition Consortium; (d) prices for purchasing online and other information services will remain stable or become more favourable; and (e) United Nations documentation is issued on time and books are delivered by external printers in a timely fashion, in order not to delay publication.

Outputs

27.46 During the biennium, the following final outputs will be delivered:

(a) Other substantive activities (regular budget):

(i) Recurrent publications:

a. *Index to Proceedings of the Economic and Social Council* (2);

b. *Index to Proceedings of the General Assembly* (2);

c. *Index to Proceedings of the Security Council* (2);

d. *United Nations Documents Index* (5);

e. *Yearbook of the United Nations* (2);

(ii) Non-recurrent publications: back-of-the-book indexes for major United Nations publications;

(iii) Technical material:

a. Compilation of bibliography portion of the *Juridical Yearbook*;

b. Coordination of shared indexing network with United Nations libraries away from Headquarters;

c. Coordination of the services of the United Nations System Electronic Information Acquisition Consortium for external online information services;

d. Digitization of retrospective United Nations documents of major organs, in all languages, covering certain years from microfiche or hard copy and uploaded to the Official Document System (ODS);

e. Expansion of portal to online information services covering subjects of current interest to the Organization;

f. Maintenance and expansion of the Library's websites in all the official languages;

g. Maintenance of Dag Hammarskjöld Library computer hardware, software and databases;

h. Networking with United Nations system libraries through inter-agency meetings on knowledge-sharing and information management;

i. Networking with professional associations and the Global Legal Information Network;

j. Provision of reference, research, loan and inter-Library loan services, including responding to an increased volume of e-mail queries from users worldwide;

k. Selection, acquisition and weeding of core information sources in traditional media (inter alia, books, serials, government documents);

l. Collection, checklisting, indexing, maintenance and preservation of United Nations documents and publications;

m. Regular preparation of the United Nations Bibliographic Information System (UNBIS) Thesaurus records in all the official languages to allow multilingual retrieval from UNBIS and ODS;

n. UNBISnet — Web based database, including bibliographic, factual, authority and six-language thesaurus files;

(b) Technical cooperation (regular budget):

(i) Advisory services: provision of advisory services to departmental reference collections at Headquarters, as well as small United Nations libraries in the field;

(ii) Training courses, seminars and workshops: training programmes for, inter alia, delegates, staff of permanent missions, United Nations staff, government officials, depository librarians, NGOs and interns.

Table 27.24 **Resource requirements: subprogramme 3**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2004-2005*	*2006-2007 (before recosting)*	*2004-2005*	*2006-2007*
Regular budget				
Post	21 190.4	19 932.9	114	108
Non-post	2 220.7	2 251.0	—	—
Total	**23 411.1**	**22 183.9**	**114**	**108**

27.47 The amount of $22,183,900 provides for (a) 108 posts, as reflected in table 27.23 ($19,932,900), reflecting a decrease of $1,257,500, which relates to the outward redeployment of 5 posts (1 P-4, 2 P-3, 1 P-2 and 1 General Service (Other level)) to subprogramme 4 and the abolition of 1 General Service (Other level) post as a result of the restructuring of the Dag Hammarskjöld Library, and (b) non-post requirements ($2,251,000), reflecting an increase of $30,300. The increase is due mainly to increases in other staff costs for support in the publication of the

Yearbook of the United Nations, training and travel of staff of depositary libraries, online information services and external printing, partially offset by lower requirements in acquisition of library materials in traditional media owing to the replacement of hard-copy serials and reference works with online services.

Subprogramme 4
Outreach services

Resource requirements (before recosting): $11,825,900

27.48 Subprogramme 4 will be implemented by the Outreach Division, which includes the Civil Society Service, the Sales and Marketing Section and the secretariat of the Publications Board. The Division also includes the Dag Hammarskjöld Library, which is covered under subprogramme 3, Library services.

27.49 These offices will work to inform and stimulate opinion and debate on the Organization's priority issues through outreach efforts targeted directly to the public and in alliance with key partners, including NGOs, academic institutions, other representatives of civil society, and the media.

27.50 The objective will be accomplished by developing, strengthening and expanding the Division's relationships with partners both within the United Nations system and among NGOs, the academic community and the private sector. The Division will also seek opportunities to involve those audiences as well as the general public, in particular children and youth, in the concerns addressed by the United Nations and to promote more effectively its programme and services designed for them. This includes capitalizing on the opportunities provided by information and communication technologies, including the Internet, webcasting and videoconferencing, to reach larger audiences, encouraging their interaction with the Organization and enhancing their access to information about the United Nations and global issues. At the same time, the Division will continue to reach out to target audiences using more traditional means of communication.

Table 27.25 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To enhance understanding of the role, work and concerns of the United Nations.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Strengthened and expanded relationships with partners	(a) (i) Increased number of partnerships with relevant organizations within the United Nations system and externally *Performance measures*: 2002-2003: 85 partnerships Estimate 2004-2005: 90 partnerships Target 2006-2007: 100 partnerships (ii) Increased number of NGOs that meet United Nations criteria as effective re-disseminators

	Performance measures:
	2002-2003: 1,470 NGOs associated with the Department
	Estimate 2004-2005: 1,523 NGOs associated with the Department
	Target 2006-2007: 1,570 NGOs associated with the Department
(b) Enhanced quality and effectiveness of outreach services and products	(b) (i) Increased percentage of clients expressing satisfaction with the subprogramme's products and services
	Performance measures:
	2002-2003: Not available
	Estimate 2004-2005: 75 per cent
	Target 2006-2007: 80 per cent
	(ii) At least 90 per cent of target audiences indicate that their understanding about the United Nations has grown or improved
	Performance measures:
	2002-2003: 90 per cent
	Estimate 2004-2005: 90 per cent
	Target 2006-2007: 90 per cent
	(iii) Increased number of visits (page views) to the subprogramme's websites
	Performance measures (per year):
	2002-2003: 3,499,599 page views
	Estimate 2004-2005: 4 million page views
	Target 2006-2007: 4.3 million page views

External factors

27.51 The subprogramme is expected to achieve its objective and expected accomplishments on the assumption that institutions of civil society, re-disseminators and other organizations of the United Nations system and partners are able to participate fully in the collaborative efforts of the United Nations and that academic interest in the principles, activities and concerns of the United Nations will continue.

Outputs

27.52 During the biennium, the following outputs will be delivered:

(a) Other substantive activities (regular budget/extrabudgetary):

(i) Recurrent publications: *Directory of Non-governmental Organizations Associated with the Department of Public Information* (1); *UN Chronicle* (in six official languages, quarterly publication); *United Nations Development Business* procurement publication (twice-monthly, multilingual);

(ii) Exhibits, guided tours, lectures:

a. Ad hoc one-day programmes for groups of visiting journalists, as requested by outside organizations, e.g. the International Centre for Journalists;

b. Briefings organized each year for NGO representatives associated with both the Department and the Economic and Social Council, which highlight issues and observances on the United Nations agenda that are of interest to the NGO community and feature United Nations, government, expert and NGO speakers;

c. Design, organization and installation of ad hoc exhibits and updating and refurbishment of existing exhibits, including interactive ones, as part of the guided tour of United Nations Headquarters;

d. Design, organization and installation of an annual programme of temporary exhibits for public spaces at Headquarters;

e. Organization of the guided tour programme at Headquarters as well as lectures, briefings and information seminars on United Nations issues for various groups, including government delegations, NGOs, journalists, educators, students, professional associations and others;

f. Participation by the staff of the NGO Section in briefings, seminars, conferences and other events organized by associated NGOs;

g. Public inquiry services to respond to oral and written requests for information on the United Nations, including the provision of special kits for teachers;

(iii) Booklets, fact sheets, wallcharts, information kits:

a. A newsletter, DPI/NGO Link (print and electronic);

b. Documentation for the annual NGO conference — programmes, final reports and conference kit for participants of the annual NGO conference;

c. Monthly calendar of NGO briefings (print and electronic);

d. Monthly dissemination of information to NGOs on the United Nations system publications, accreditation and registration forms and invitations to NGO-related events at the United Nations;

e. New or revised fact sheets/briefing papers to respond to frequently asked questions and concerns; updates and revisions of "Everything you always wanted to know about the UN", "Discovering the UN" and "Three Ways You Can Help"; production of a new generic poster; and reprinting of the existing one;

(iv) Special events:

a. An annual series of three one-day communications workshops for United Nations-associated NGOs for building and improving their communication capacity;

b. An annual three-day conference for NGOs on a theme relevant to the contemporary concerns of the United Nations;

c. An annual two-day orientation programme for newly associated NGOs and newly appointed NGO representatives and organization of the biannual meeting of the Department of Public Information Committee on NGOs, which reviews applications for association and recommendations for disassociation with the Department;

d. Organization of special events and the promotion of observances of selected commemorative days and years in partnership with United Nations departments, agencies and programmes, Governments and civil society, including private sector groups, and the media;

e. Two annual "students' days" at Headquarters, marking World Environment Day and the International Day of Peace; an annual international student conference marking Human Rights Day, held in association with select NGOs and teachers' groups; and an annual "educators' day" at Headquarters, in association with the NGO Committee on Teaching About the United Nations and the New York City and State Boards of Education;

(v) Technical material:

a. Continuous updating of the system-wide calendar of special events and exhibits for posting on the United Nations website and maintenance and updating of the United Nations website, with a calendar and synopsis of each event and exhibit and related visual materials; and development and maintenance of selected thematic and promotional websites, including the "UN Works" website;

b. Design services for United Nations publications, posters and web pages through the provision of compelling design options;

c. Maintenance and updating of "United Nations Development Business Online"; and the Scan-a-Bid online computer service, updated continually;

d. Maintenance of the Intranet site for the Publications Board; ongoing correspondence by the Secretary of the Board concerning external requests for use of United Nations publications; monthly meetings of the Publications Board; and regular meetings of the Internet Working Group;

e. Maintenance of the dedicated website for the annual NGO conference;

f. Maintenance of the website for United Nations Messengers of Peace and United Nations celebrity advocates;

g. NGO Directory: maintenance and updating of the database of NGOs associated with the Department;

h. Operation of the NGO Resource Centre at Headquarters as the central meeting place for associated NGOs, providing access to computers, printers, ODS, the Internet, a library of United Nations videos, United Nations system publications,

press releases and official documents; and maintenance and updating of the NGO Section website;

i. Preparation of the consolidated publications programme for the biennium; continued development of publication policies related to the preparation, production, distribution and sale of publications in both print and electronic formats;

j. Support for developing countries in strengthening capacity-building of civil societies in formulating and implementing public awareness and education projects including developing and implementing a programme of outreach activities and communication strategies and campaigns for the United Nations Messengers of Peace; and undertake collaborative projects involving other celebrities and prominent personalities in United Nations public information campaigns in order to raise the profile of United Nations priority issues and enhance the outreach of the Organization;

k. Sale of publications through the administration of the Sales and Marketing Section;

l. UN Chronicle Online, with electronic alert and special interactive features; video conferences, webcasts and Internet discussion boards in conjunction with students' programmes at the United Nations, produced in association with CyberSchoolBus and UN Works; and web versions of new and revised Public Inquiries Unit fact sheets and briefing papers;

(b) Technical cooperation (regular budget):

Training courses, seminars and workshops: annual six-week training programme (including publication of a semi-annual newsletter for former programme participants) for 12 to 16 broadcasters and journalists from developing countries and countries with economies in transition.

Table 27.26 **Resource requirements: subprogramme 4**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2004-2005*	*2006-2007 (before recosting)*	*2004-2005*	*2006-2007*
Regular budget				
Post	9 359.6	10 272.9	48	52
Non-post	1 435.9	1 553.0	—	—
Subtotal	**10 795.5**	**11 825.9**	**48**	**52**
Extrabudgetary	3 516.2	3 486.1	12	10
Total	**14 311.7**	**15 312.0**	**60**	**62**

27.53 The amount of $11,825,900 provides for (a) 52 posts ($10,272,900), including an increase of $913,300, reflecting the net effect of the inward redeployment of 5 posts (1 P-4, 2 P-3, 1 P-2, and 1 General Service (Other level)) from subprogramme 3, Library services, to strengthen the Outreach Division in overseeing the United Nations libraries and performing additional functions in the Civil Society Service, the inward redeployment of 1 P-4 post from the Office of the Under-Secretary-General in exchange for a P-5 post, the inward redeployment of a General Service (Other

level) post from the Executive Office in exchange for a General Service (Principal level) post and the abolition of a General Service (Other level) post, and (b) non-post costs ($1,553,000) reflecting an increase of $117,100. The increase in non-post resources reflects additional requirements for other staff costs to address the increased workload in connection with the annual NGO conference and to upgrade the interactive website of the conference and the website for the programme for the Messengers for Peace, public information production supplies for the annual NGO conference, and grants and contributions to augment the annual training programme for broadcasters and journalists from developing countries and countries with economies in transition.

Special conferences

Table 27.27 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2004-2005*	*2006-2007 (before recosting)*	*2004-2005*	*2006-2007*
Regular budget				
Non-post	1 378.2	362.0	—	—
Total	**1 378.2**	**362.0**	—	—

27.54 A non-recurrent provision of $362,000 provides for public information activities in support of four special conferences scheduled for the biennium 2006-2007: the United Nations Conference to Review the Programme of Action to Prevent, Combat and Eradicate the Illicit Trade in Small Arms and Light Weapons in All Its Aspects ($234,000); the United Nations Conference to Review the Agreement for the Implementation of the Provisions of the United Nations Convention on the Law of the Sea of 10 December 1982 relating to the Conservation and Management of Straddling Fish Stocks and Highly Migratory Fish Stocks ($35,100); the special session of the General Assembly on the High-level Conference against Terrorism ($89,900); and the high-level dialogue of the General Assembly on international migration and development ($3,000). The reduction of $1,016,200 reflects the discontinuation of the provision for one-time expenses for public information activities pertaining to special conferences held during the biennium 2004-2005.

C. Programme support

Resource requirements (before recosting): $6,628,800

27.55 The Executive Office provides the administrative, managerial and programme support necessary for the implementation of the mandated activities of the Department of Public Information. It assists the Under-Secretary-General in the preparation of the biennial programme plan and priorities, the preparation, administration and monitoring of the programme budget and the management of trust funds and other extrabudgetary resources, provides relevant support services for the efficient utilization of human resources and plans, controls and coordinates requirements related to the general office administration. It also handles the Department's information technology needs, including the maintenance and upgrading of computer equipment and user applications.

Table 27.28 **Resource requirements: programme support**

Category	Resources (thousands of United States dollars) 2004-2005	Resources (thousands of United States dollars) 2006-2007 (before recosting)	Posts 2004-2005	Posts 2006-2007
Regular budget				
Post	3 928.2	3 966.2	22	22
Non-post	1 817.2	2 662.6	—	—
Total	**5 745.4**	**6 628.8**	**22**	**22**

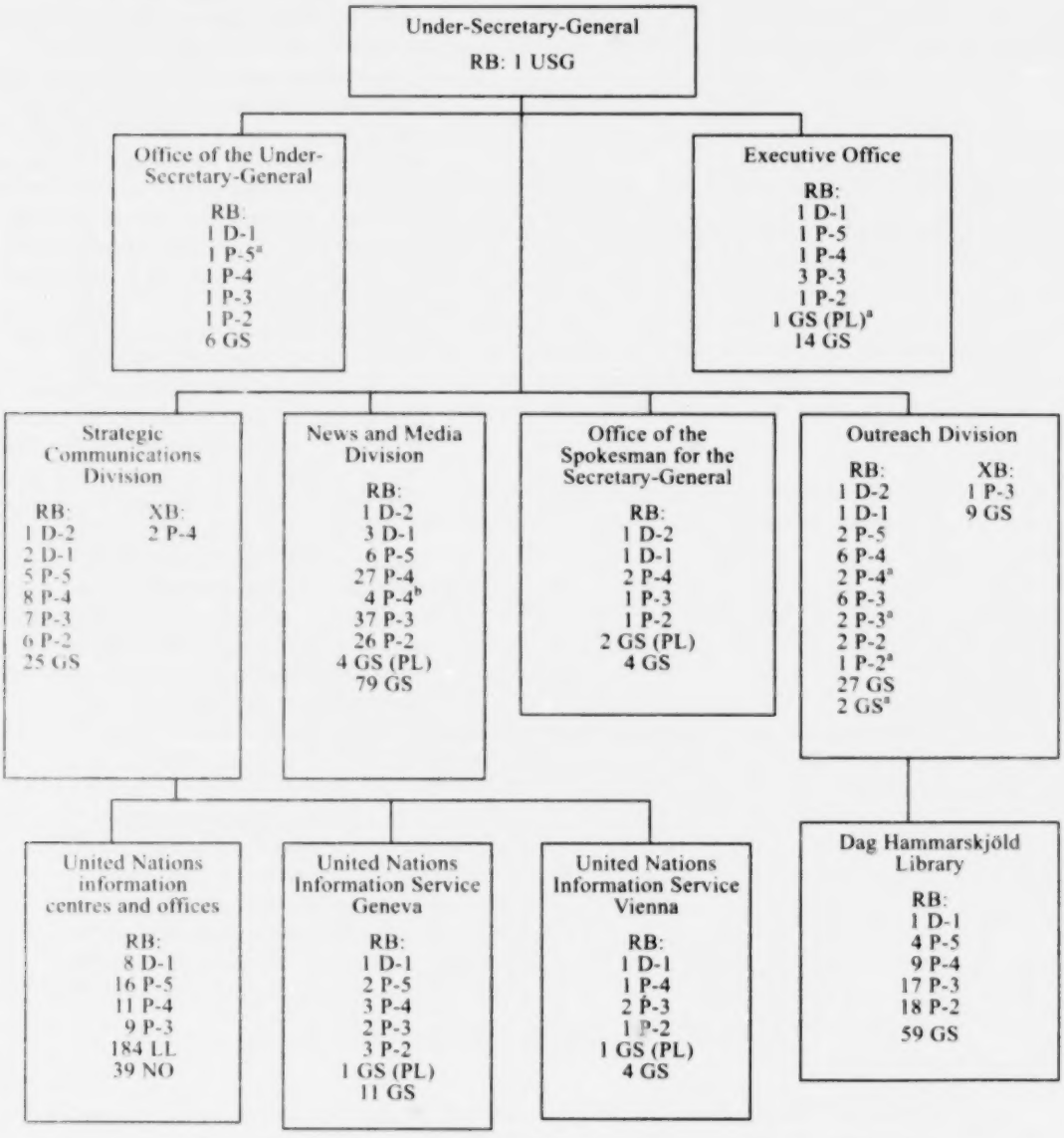
27.56 The amount of $6,628,800 provides for (a) the continuation of 22 posts, as reflected in table 27.28 ($3,966,200), including an increase of $38,000 owing to the inward redeployment of a General Service (Principal level) post from the Outreach Division in exchange for a General Service (Other level) post to cover additional budgetary and financial responsibilities, and (b) non-post requirements ($2,662,600), reflecting an increase of $845,400 owing to the provisions for the departmental share of centrally provided data-processing infrastructure services and support costs including those of storage area networks, application servers, Department servers, back-up units and desk-top connectivity.

Table 27.29 **Summary of follow-up action taken to implement relevant recommendations of the internal and external oversight bodies and the Advisory Committee on Administrative and Budgetary Questions**

Brief description of the recommendation	Action taken to implement the recommendation
General Assembly (resolution 58/270)	
The General Assembly requested the Secretary-General to conduct, through the Office of Internal Oversight Services, a review of the operation and management of United Nations libraries, with a view to assessing staffing requirements for those libraries in the light of technological advances in the delivery of information services, and to report thereon to the Assembly at its fifty-ninth session (para. 50).	The review was conducted from March to May 2004 and the results are contained in document A/59/373.
Advisory Committee on Administrative and Budgetary Questions (A/58/7)	
The Advisory Committee recommended a review of the long-term impact of the use of the Internet in United Nations information centres and the continued need for libraries in some of those centres, given the increased possibility of transferring information to and from the information centres electronically (para. VII.12)	While information is increasingly being transferred to and from the United Nations information centres electronically, this has not diminished the need for their libraries. On the contrary, the introduction of the Internet has expanded their role and increased their importance. The abundance of United Nations-related materials, and particularly United

Brief description of the recommendation	*Action taken to implement the recommendation*
	Nations-developed databases on the Internet and the notable increased interest of people around the world in the work of the Organization require that special and informed guidance be provided to United Nations information centre visitors. Major information materials issued by the United Nations and its agencies daily and sent to centres in e-format need to be systematized before these are offered to respective local recipients and constituencies. In addition, in the majority of the developing nations where the communications infrastructure does not support easy or cost-efficient access to electronic resources, traditional media still remain the primary means of information. The usefulness of the information centre libraries, however, should not be judged only on the basis of providing access and guidance on United Nations information resources. These libraries play a pro-active role in organizing seminars, workshops, training for local media, academia and other civil society partners. They also lend their publications and documents to other re-disseminators: schools, universities, local libraries and NGOs.

Public information
Organizational structure and post distribution for the biennium 2006-2007



Abbreviations: RB, regular budget; XB, extrabudgetary; GS, General Service; LL, Local level; NO, National Officer; PL, Principal level

[a] Inward redeployment.

[b] New post.

Annex

Outputs produced in 2004-2005 not to be carried out in the biennium 2006-2007

A/58/6, paragraph	*Output*	*Quantity*	*Reason for discontinuation*
News services			
28.53 (iv) b.	Photo prints for news organizations	1	High-resolution digital images are available instead for FTP downloads
28.53 (iv) b.	Photo prints posted on the traditional bulletin boards	1	Electronic postings are available, as a by-product from the web postings
28.53 (iv) b.	Audio cassettes for news organizations and radio programmes aimed at geographic areas with robust Internet capabilities	1	High-resolution MP3 audio files are available instead for FTP downloads
Special conferences: United Nations Conference on Trade and Development, eleventh session; international meeting for a comprehensive review of the implementation of the Programme of Action for the Sustainable Development of Small Islands Developing States; eleventh United Nations Congress on Crime Prevention and Criminal Justice; World Summit on the Information Society; follow-up to the Fourth World Conference on Women; and the High-level Plenary Meeting of the General Assembly			
	Promotional activities and products (e.g. communication strategy, print products, television products, media outreach, conference websites, exhibit)	6	Non-recurrent activity
	Coverage of conferences (e.g. press releases, media accreditation and liaison, webcast coverage, daily radio reports, live television pool feeds)	6	Non-recurrent activity
	Total	**15**	